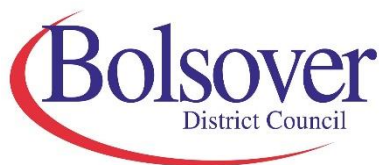


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**North East
Derbyshire**
District Council

Contact: Alan Maher
Tel: 01246 217391
Email: alan.maher@ne-derbyshire.gov.uk
Date: Friday, 29 January 2021

To: **Members of the Joint ICT Committee**

Please attend a meeting of the Joint ICT Committee to be held on **Monday, 8 February 2021 at 2.00 pm** by CONFERENCE CALL. Access details will be sent to Committee Members separately.

Please note that the meeting will be live streamed on the North East Derbyshire District Council website.

Yours sincerely

A handwritten signature in black ink, reading 'Sarah Steenberg'.

Joint Head of Corporate Governance and Monitoring Officer

<u>Members of the Committee</u>	
Councillor S Fritchley Councillor D Salt Councillor Ray Heffer Councillor C Furness (Chair) Councillor D Hughes Councillor G Purdy Councillor J Lilley Councillor K Tait Councillor N Whitehead	Bolsover District Council Bolsover District Council Bolsover District Council Derbyshire Dales District Council Derbyshire Dales District Council Derbyshire Dales District Council North East Derbyshire District Council North East Derbyshire District Council North East Derbyshire District Council

For further information about this meeting please contact: Alan Maher 01246 217391

AGENDA

1 **Apologies for Absence**

2 **Declarations of Interest**

3 **Minutes of the last meeting** (Pages 3 - 5)

To approve as a correct record the Minutes of the meeting of held on 5 October 2020.

4 **Quarterly Report of the Joint ICT Service - Quarter 3 (2020/21)** (Pages 6 - 28)

Report of the Joint ICT Service Delivery Manager.

5 **Coronavirus (Covid-19): Additional and Current Demands on the Service**

Update from the Joint ICT Service Delivery Manager

6 **Urgent Business**

7 **Date and Time of the Next Meeting**



North East
Derbyshire
District Council

***We speak
your language***

Polish

Mówimy Twoim językiem

French

Nous parlons votre langue

Spanish

***Hablamos su
idioma***

Slovak

***Rozprávame Vaším
jazykom***

Chinese

我们会说你的语言

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217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 5 OCTOBER 2020

Present:

Councillor Chris Furness (Chair) (DDDC)

Councillor Steve Fritchley (BDC)
Councillor David Hughes (DDC)
Councillor Kevin Tait (NEDDC)

Councillor Ray Heffer (BDC)
Councillor Jeff Lilley (NEDDC)
Councillor Nick Whitehead (NEDDC)

Also Present:

K Henriksen	Head of Resources (DDC)
Nicki Astle	Joint ICT Service Delivery Manager
K O'Gorman	Projects and Development Manager
A Maher	Senior Governance Officer
J Dethick	Head of Finance and Resources
M E Derbyshire	Members ICT & Training Officer
J Bradley	Executive Assistant

JIC/14 Apologies for Absence **/20-21**

Councillor Gary Purdy (DDDC). The Joint Head of Transformation and Partnerships (BDC / NEDDC) had also indicated that he could not attend the meeting.

JIC/15 Declarations of Interest **/20-21**

No Declarations of Interest were submitted.

JIC/16 Minutes of the Last Meeting **/20-21**

The minutes of the Annual Meeting, held on 1 June 2020 were agreed as a true record, subject to clarification on Minute JIC/2/20-21 that Councillor N Whitehead was a Member of North East Derbyshire District Council (NEDDC).

JIC/17 Quarterly Service Report **/20-21**

Joint ICT Committee considered the Service Report. This covered the first two quarters of the financial year - April to June 2020 and July to September 2020. Member were assisted in this by the Joint ICT Service Delivery Manager, who explained the performance information.

The Joint ICT Service Delivery Manager began by pointing out that there had been a significant increase in service requests during the previous six months. These requests, it was explained, mainly involved remote working. Members

heard that remote working had grown substantially across all of the Partner Councils since the start of the Coronavirus (Covid-19) outbreak, in March 2020 and that this was likely to continue.

Joint ICT Committee was informed that the number of outstanding calls, that is un-met requests for service, had remained consistently high across the two quarters. This backlog would not fall significantly in the near future, as the Service would have to continue prioritising remote working and business continuity for the Partner Councils, which would reduce the amount of project and other work that it could then carry out.

Joint ICT Committee considered the 'Loss of Service' incidents that had taken place. In this context, Members heard about the one 'Priority One' incident, or an incident which had either affected a service delivered to customers or impacted on staff from across a number of service areas, that had occurred. They also learned how there had been fewer than expected incidents affecting multiple users of a single system or service area, during the first quarter (April-June 2020), but that the number of these had increased during the second quarter (July – September 2020).

Joint ICT Committee considered the project work which had taken place and the progress made on specific initiatives. In particular, Members learned that the Bolsover District Council (BDC) Open Housing Project went live in mid-September 2020 and that the Derbyshire Dales District Council (DDDC) Meritec Corporate Records Management system was also now operational. In addition, work was progressing on the 'Info@work' system upgrade for North East Derbyshire District Council (NEDDC).

Members thanked the Joint ICT Service Delivery Manager for her contribution. Joint ICT Committee then discussed the performance report. As part of this, Members considered the schedule of projects which the Service was due to carry out. Joint ICT Committee asked that additional information, to help explain the scope and scale of specific projects, be included in future Quarterly Performance Reports.

Members then considered the Joint ICT Service Budget. They noted the greater than expected employment costs, which were primarily the result of the staffing restructure which had taken place. They also heard that expenditure on travel costs had so far been under-budget. This was because the Joint ICT Service staff had made fewer journeys as a result of the Coronavirus (Covid-19) outbreak. Joint ICT Committee then heard about progress on re-profiling internal recharges and the internal recharges that needed to be made.

Joint ICT Committee discussed the emerging cost saving plan for the Service. In particular, Members heard that the tender process had been completed for a new joint Internet connection, which would, when implemented in September 2021, deliver cost savings of about £3000 per annum.

RESOLVED - That the Joint ICT Committee noted the Joint ICT Service Report for the period April 2020 to September 2020.

JIC/18 **Why Microsoft/Office 365?**
/20-21

Members were reminded that from 2023 the current Office based systems, used by the Partner Councils would progressively cease to be supported by the software manufacturers. The Service had carried out extensive work to assess possible alternatives to them. It had concluded and advised that the Microsoft 365 system would be the most appropriate choice.

Members received a presentation on the potential benefits of the new system. These included far greater functionality than the existing Office based systems, an opportunity to use this functionality to promote new and more collaborative ways of working and greater organisational resilience, through the use of 'Cloud' technology for storing data.

Joint ICT Committee thanked the Joint ICT Service Delivery Manager for her presentation. Members then discussed the points which had been raised. There was general support for the new system and the additional functionality it would offer. Members recognised that the Coronavirus (Covid-10) outbreak had created new challenges for the Partner Councils, which had required to them adapt and to work differently. The new system, it was felt, would enable them to meet these challenges and to develop new ways of working, both now and in the future.

Members also discussed the detailed work that would now have be carried out to enable the use of the new system and what the costs were likely to be. In this context, Joint ICT Committee concluded that much still need to be done and so asked to be kept informed of future progress against the key milestones to be achieved.

RESOLVED

- (1) That the Committee noted the presentation and welcomed the work to date on identifying the potential benefits of the Microsoft 365 system to Partner Councils.
- (2) That the Committee receive further reports explaining the progress on the implementation of the Microsoft 365 system, as appropriate.

JIC/19 **Urgent Business**
/20-21

There was no urgent business for the Joint ICT Committee to consider.

JIC/20 **Date of Next Meeting**
/20-21

The next meeting of the Joint ICT Committee will be held on Monday, 8 February 2021 at 2.00 pm.

Quarterly Report on the Joint ICT Service (Covering Quarter 3) (October 2020 to December 2020) OFFICIAL

1. Summary

It has been agreed that a quarterly report on Joint ICT Service will be provided to appraise the Joint Management Team and Shared Service Committee on performance, budget, resource utilisation, key projects, security and ongoing development of the service.

This report covers Quarter 3 (October 2020 to December 2020).

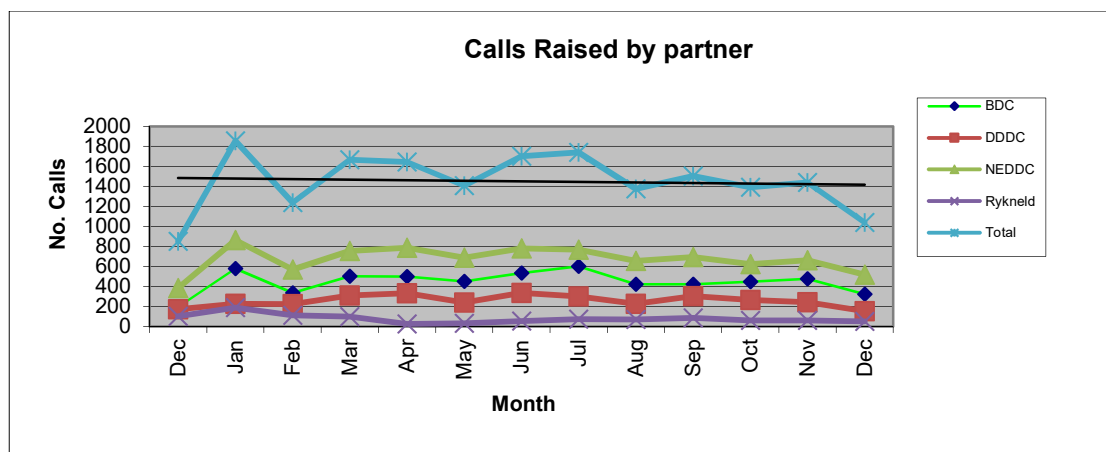
2. Performance

Background data and selected individual partner graphs that support the analysis below can be found in Appendix 1.

2.1 Support

The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below. Rykneld Homes are included for completeness although they have no formal involvement in the partnership, an SLA service is provided to them on behalf of North East Derbyshire District Council.

2.1.1 Calls

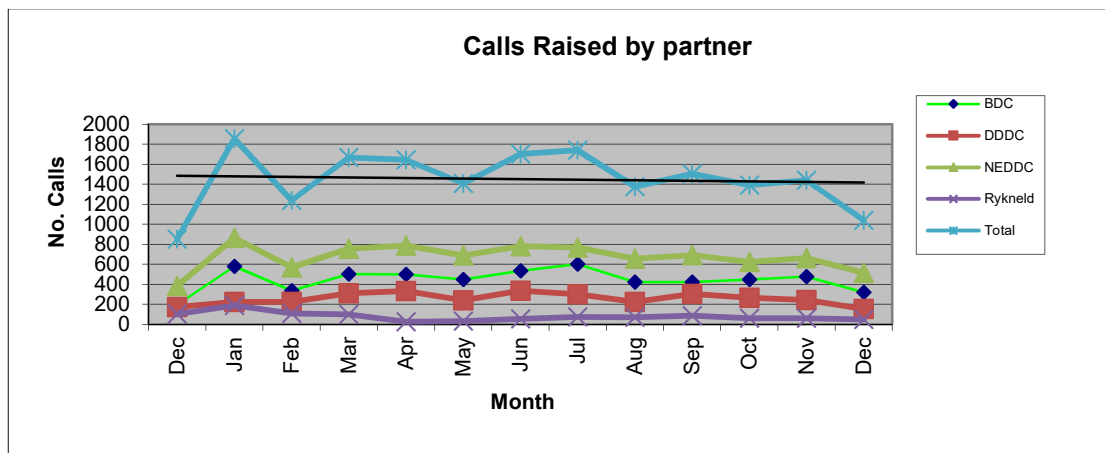


Whilst not a performance indicator in itself it does indicate the level of demand on the Service Desk.

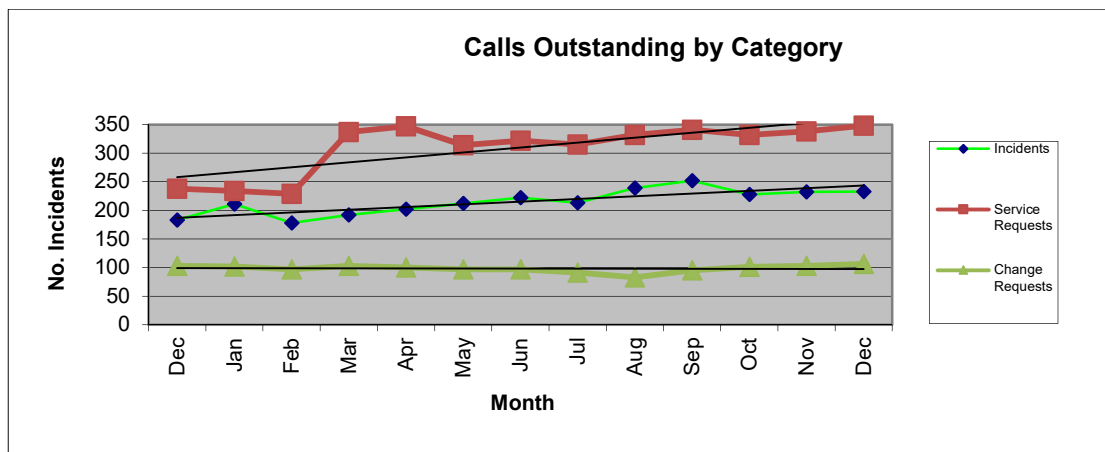
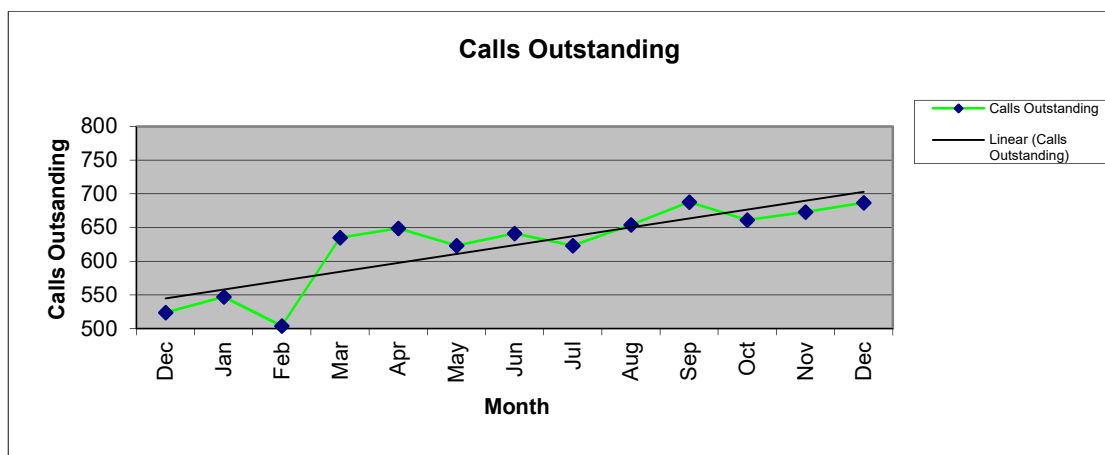
Key points to note are:

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2020 to December 2020)
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- The total number of incidents and service requests raised remained high throughout quarter three. The service is receiving on average 275 additional calls per month compared to pre-covid figures.



2.1.2 Calls Outstanding



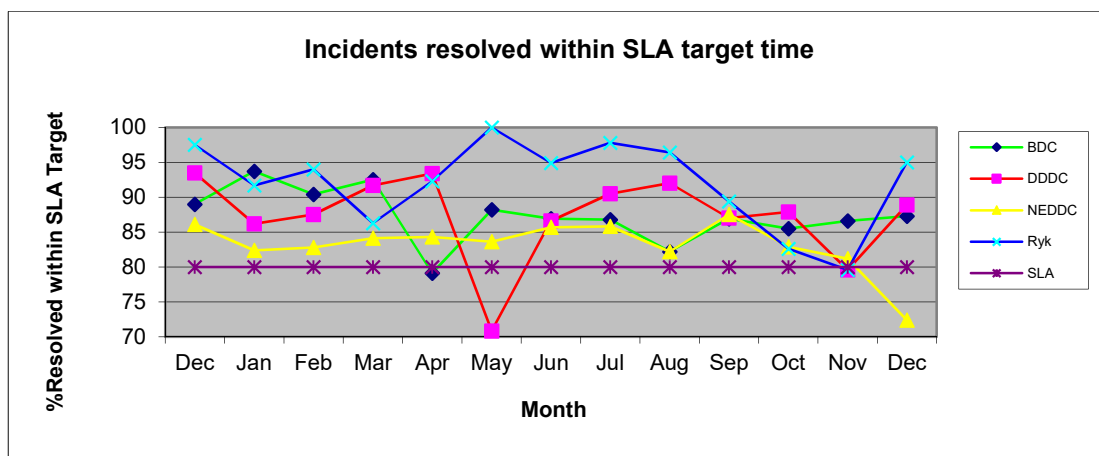
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Again whilst not a performance indicator in the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

- Total number of outstanding calls, has remained consistently high over the past 6 months.
- The majority of outstanding calls are Service Requests rather than incidents.
- Due to continually high numbers of calls since the Covid outbreak, it is likely to take some time to reduce the outstanding call list to pre-covid levels and as predicted this is impacting the SLA. As older calls are resolved there will be an increased percentage of calls which will fail the SLA.

2.1.3 Incidents resolved within SLA Target time

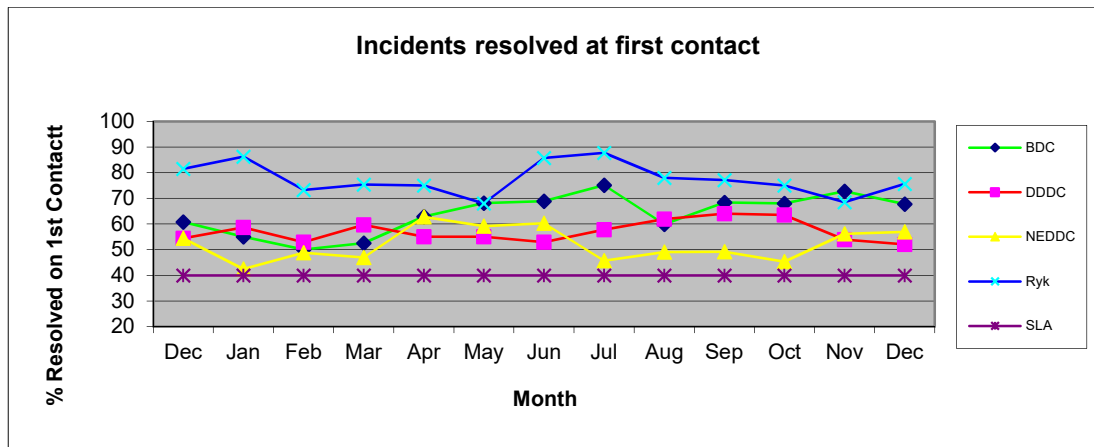


Key points to note:

- As anticipated, breaches to the SLA were seen during quarter three due to the increased workloads and resolution of outstanding calls. Three breaches were seen across the quarter
 - In November both DDDC and Rykneld dipped just below the SLA (less than 1%)
 - In December NEDDC did not meet the SLA by 7.6%

2.1.4 Incidents resolved on 1st Contact

**Quarterly Report on the Joint ICT Service
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Points to note:

- No breaches in the last 6 months.

2.1.5 Outages

The service categorises two types of major outage:

A priority 1 incident either affects a service delivered to customers or is impact staff across a number of service areas.

A priority 2 incident affects multiple users of a single system or service area.

In both cases staff are assigned to work on the incident immediately and ICT management are informed automatically.

Following any major incident a report is prepared which includes a root cause analysis, lessons learned and recommendations where applicable.

For this quarter the breakdown of incidents was as follows:

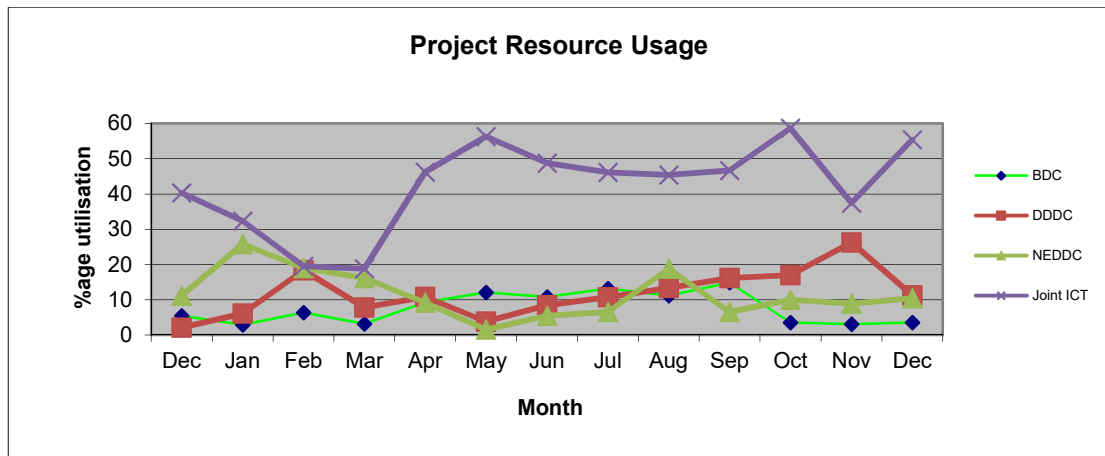
	October	November	December	Q3 Total
Priority 1	0	0	0	0
Priority 2	10	6	6	22
Total	10	6	6	22

The number of P2's reported was down from the last quarter from 32 to 22.

2.2 Resource utilisation

As part of the SLA for the Joint ICT Service utilisation of resource for project related activities are monitored.

**Quarterly Report on the Joint ICT Service
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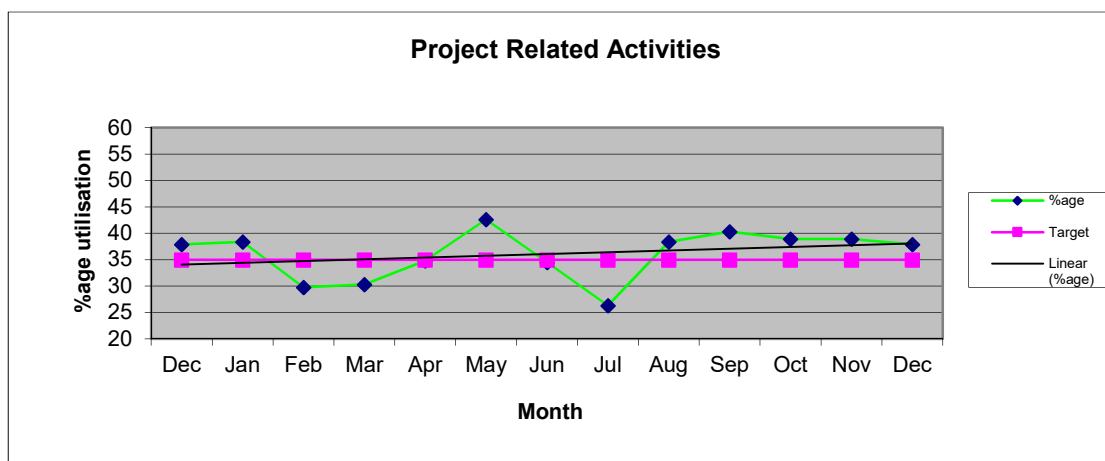


Please note that from March 2020, the new restructure came into effect. Time spent Officers who are outside of the Joint ICT Service have been removed from the statistics and the charts have been updated to provide a true reflection of resource utilisation.

Key points to note are:

- Joint ICT project time remains was high over the last quarter as all authorities are facing similar challenges.
- Percentage time spent on projects was on average 38.6 above the 35% target during quarter three.

As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:



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2.3 Projects

Summarised below are the key projects underway or scheduled to start in the next three months and their status. The full project register can be seen in Appendix 2.

2.2.1 BDC

- OpenHousing - Phase 2 in progress.
- Rangers system re-write – Development work

2.2.2 Derbyshire Dales

- Cloud Telephony – Supplier chosen, testing completed, Client installation in progress. Scheduling date for number transfer.
- Meritec CRM – green bin direct debits
- Income Management system upgrade
- SIDD (intranet) Replacement – Completed
- Economic Development website creation

2.2.3 NEDDC

- Info@work Document Management system upgrade
- Income Management system upgrade
- Killamarsh Leisure Centre – new project

2.2.4 Strategic Alliance

- MITEL Multimedia Services / Webchat – in progress.
- Sip migration - Tender in progress
- PCI Compliance - BDC end call solution live deployment
- British Sign Language service – live
- Transformation Programme
- MOT booking system
- 2021 Census

2.2.5 Joint ICT Service

- Internet link Upgrade – Installed being configured
- Microsoft / Office 365 discovery – Technical setup and identity piece in progress.
- Website accessibility Regulations – live – further work progressing
- NCC Cyber Security work

**Quarterly Report on the Joint ICT Service
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- Public Services Network accreditation - Cyber Security work
- Major Ingres database upgrade for Council Tax, Benefits and Business Rates system.
- Installation of additional Virtual desktop servers – for Disaster recovery
- Major SQL database upgrade

3.1 Joint ICT Service Budget – Q3 out turn (Period 7-9)

2020-21 Periods 7-9

Group		Full Budget	Budget YTD	Actual YTD	Variance
1****	Employees	1,044,250	783,299	777,589	(5,710)
3****	Transport	3,000	2,256	144	(2,112)
4***	Services	249,507	187,259	89,042	(98,217)
8***	Depreciation	720	540	540	0
9***	Income	-20,700	-15,525	-9,000	6,525
Y/E Finance adjustments					
Total		1,276,777	957,829	858,315	(99,514)

Variations(>£1,000):

- Employee costs
 - Restructure costs included. Vacancies due to internal recruitments.
- Transport
 - Reduced travel due to covid-19. ICT Van charges claimed at end of year.
- Services
 - Re-profiling and ICT internal recharges not yet completed.
- Income
 - Further internal recharges to be completed

4. Cost Saving Plan

Tender in progress for moving NEDDC telephony to 'SIP' (Internet telephony) which will provide savings.

Tender in progress for new joint Internet connection will deliver cost savings of £2935 per year and improved internet bandwidth although not until September 2021, will result in additional costs during overlap.

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(Covering Quarter 3)
(October 2020 to December 2020)
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Plan can be seen in Appendix 3

5. Risk Register

Register reviewed and refreshed in December.

See Appendix 4.

6. Security Report

The Joint ICT Service maintains a log of all security related incidents, the vast majority of these are low level such as forgotten passwords. Serious breaches of Security would require reporting to the National Cyber Security Centre. The breakdown of security incidents for this quarter can be seen below. None qualified as a 'serious' breach that required reporting.

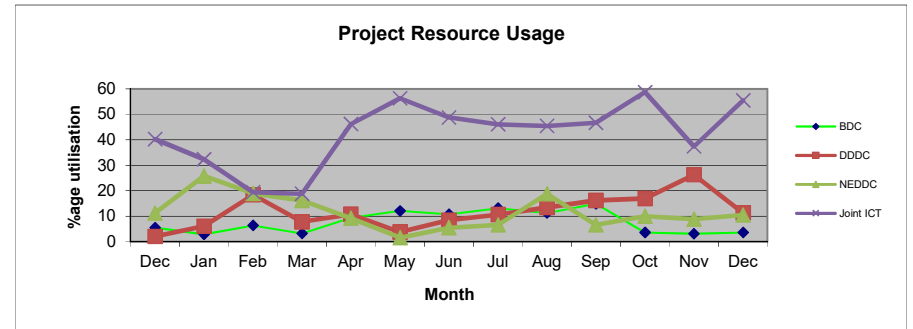
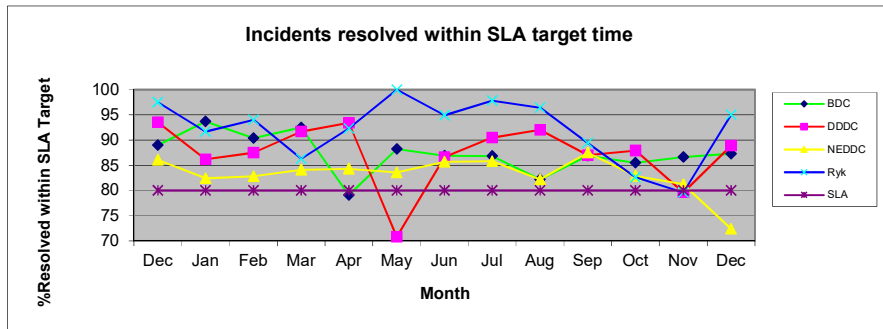
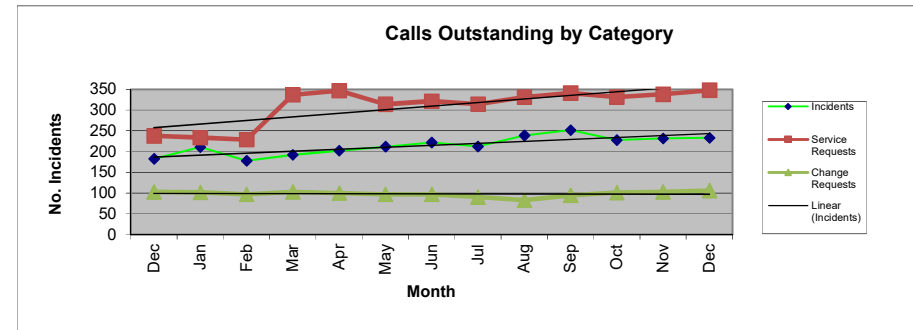
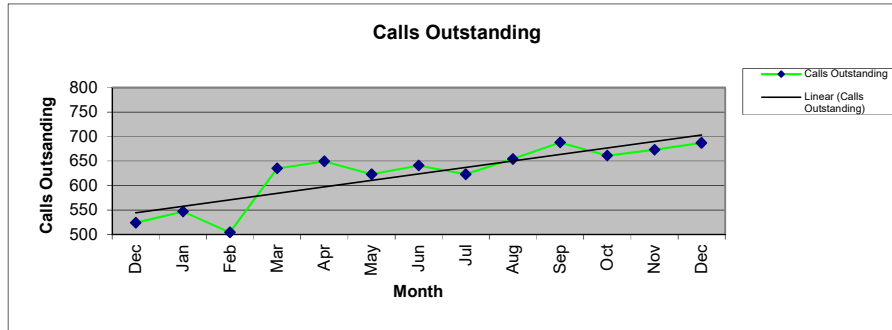
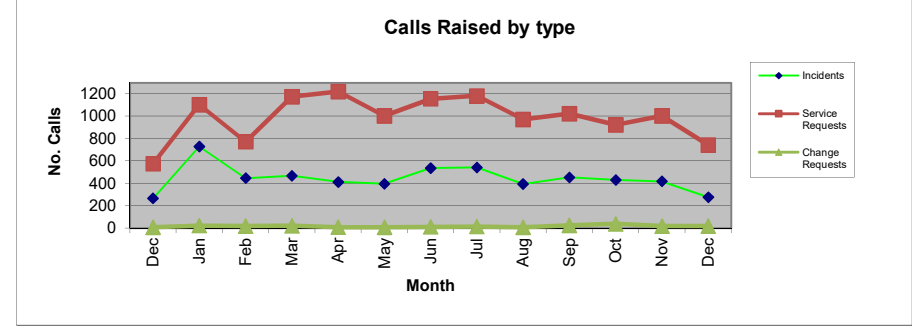
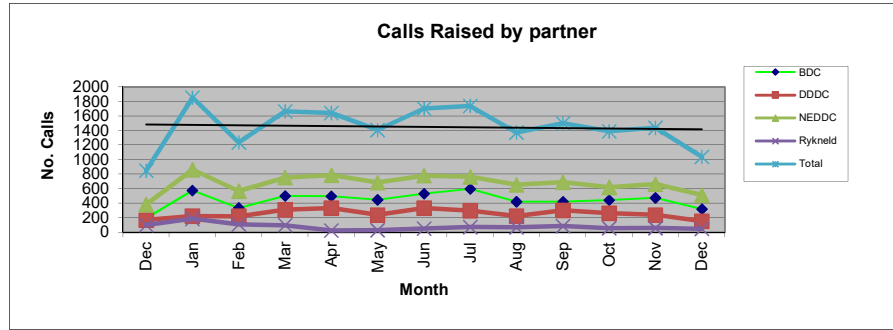
Incident Classification	BDC	DDDC	NEDDC	RHL
Reportable breaches				
Non reportable breach			2	
Attempted hack				
Advice			2	
Virus	1			
False positive				
Theft of device				
Website vulnerability				
Reported application vulnerability	1	1	1	
Total	2	1	5	0

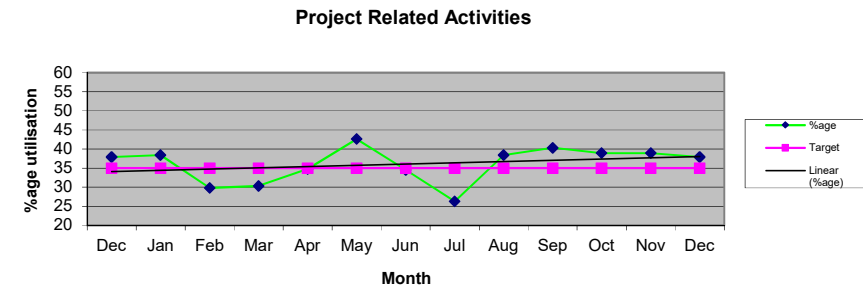
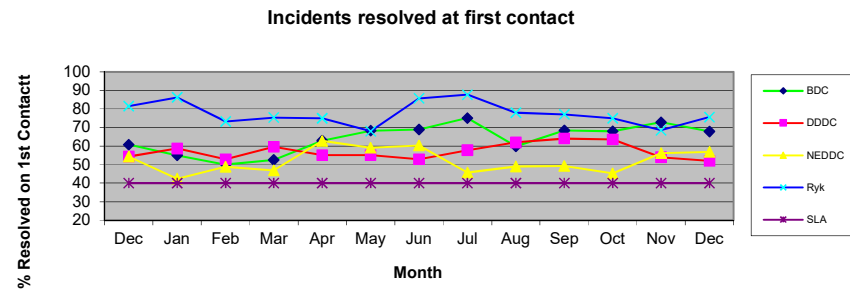
Lost Mobile and Encrypted USB
Application Patched
Virus picked up and isolated by Anti-virus software.

7. Service Development

Recruitment of Technology Officer Completed
Backfill for Senior Servicedesk Technician Completed
Vacant Servicedesk post converted to Mobile engineer post to assist with increased remote requirements.
Recruitment of Senior Application development officer post currently on hold.

**Quarterly Report on the Joint ICT Service
(Covering Quarter 3)
(October 2020 to December 2020)
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Joint ICT programme of work

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
1. Bolsover										
BD18_01	Capita OPENHousing	Major system replacement of Academy Housing to OpenHousing system.	2 - implementing	Phase 1 go live 14th September. Phase 1 now live. Phase 2 commencing. One Housing scheduled for test in September 2021	29/01/21	Amber	GG	DA	DA	IN
BD20_03	Estates Idox Migration	Purchasing Idox consultancy and the Enetrprise system so to make full use of Idox Estates Management module and workflow management.	6 - cancelled	Appears not be project level work for ICT	09/12/20	Green	IB		RS	IN
BD20_04	Rangers System Re-Write	Re-design of Rangers system to include extra functionality as well as a newer, more stable system via better programming language.	5 - on hold	On hold due to redesign of Covid work and MOT Booking database taking priority.	29/01/21	Green	VD		HB	PD
BD20_01	Change requests 2020-21 - Infrastructure		2 - implementing		29/01/21	Green	NA		NA	IN
BD20_02	Change requests 2020-21 - Projects and Development		2 - implementing		29/01/21	Green	KOG		KOG	PD
2. Derbyshire Dales										
DD11a	EDRMS	Corporate Electronic Document Management system - transformation project to extend its use to different departments	5 - on hold	Minimal ICT input. Whilst not current focus some work is progressing with Legal and in relation to implementation of new Assure system across EH and licensing	oh hold	Amber	SC		NA	IN
DD19_01	Capita SCP Payment Portal	Links to the CRM project to provide payment options.	3 - awaiting closure report	UAT complete, IB to clarify with Accountancy prior to final sign off. For DDDC to confirm closure	11/12/20	Amber	S. Lamb		NA	IN
DD19_05	Meritec Relationship Management Inc Whitespace	Phase 1 - Implementation of Meritec Customer Relationship Management . Phase 2 - Integration with Whitespace waste Management system.	2 - implementing	Direct Debit for Wheelie bins in progress,	30/09/20	Green	PW		NA	IN
DD19_06	SIDD Replacement	Design and build of new intranet system to replace SIDD	4 - closed	SIDD is now live. Project closure approved.	09/12/20	Amber	JM		BH	PD

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
DD19_07	AgeUK Migration		5 - on hold	Links in place. On Hold - Corona Virus Awaiting Estates for relocation date	29/01/21	Amber	KH		NA	IN
DD20_01	Capita Paye.net	Payment portal being integrated with meritec.	3 - awaiting closure report	No further issues, Closure Report to follow.	29/01/21	Amber	K.Henriksen		SW	IN
DD20_04	New BACS System	For sending bacs Direct Debit instructions.	4 - closed	Project Closure Approved	25/11/20	Green	KH		SW	IN
DD20_05	Info@Work v5.20 Upgrade	Councils Document management system upgrade to continue support	2 - implementing	Test setup.	30/09/20	Amber	KH		RG	IN
DD20_06	AIM v13 Upgrade and PPM module	Council's Income Management system upgrade - continue support	2 - implementing	V 13 Release 2.2 has been implemented by Capita who are now awaiting resource from DDDC to continue the training element. Unfortunately DDDC have a SPOF on this project who	29/01/21	Amber			SW	
DD20_07	Economic Development Website	A new website for Economic Development to aimed at businesses and growth. To be branded and designed specifically to look independent of the Council website.	1 - Scope & Business Case	Scope sent back to GC for further work. BH to check over project brief to finalise and get any extra info from ICT re hosting etc	14/01/21	Green			KOG	PD
DD20_08	Cloud Telephony	New Cloud Telephony system to replace current old style analogue telephony.	2 - implementing	Installation of clients in progress. Date for transfer being scheduled.	28.01.21	Green	NA			IN
DD20_09	GIS Project	Review the current GIS provision within Derbyshire Dales District Council and investigate its future use and requirements. Then dependant on the outcomes, investigate the need to replace existing system/s.	1 - Scope & Business Case	Preliminary meetings. Xmap demo taken place	18/12/20	Green			KOG	PD
DD20_03	Change requests 2019-20 - Projects and Development	Then dependant on the outcomes	2 - implementing		29/01/21	Green	KOG		KO	PD

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
DD20_02	Change requests 2020-21 - Infrastructure		2 - implementing		08/12/20	Green	NA		NA	IN
3. North East Derbyshire										
NE19_05	Chip&Pin Replacement	Credit Card payment device upgrade - PCI compliance	4 - closed	All devices swapped and are live. loan devices returned	29/01/21	Amber	MB		PL	IN
NE19_06	Leisure Dimensions Upgrade	Leisure system upgrade	3 - awaiting closure report	Dimensions and LeisureHub now live	30/09/20	Red	MB		RS	IN
NE20_01	RHL MiCollab	Ryknelnd Homes Telephony application rollout	5 - on hold	Project brief required	on hold	Green	LG		SH	IN
NE20_06	Info@work Upgrade V5.20	Councils Document management system upgrade to continue support	2 - implementing	Test setup.	30/09/20	Green	NA		RG	IN
NE20_07	BSL Translation	British Sign Language Translation Service	2 - implementing	Installation of Ipads and service in progress	29/01/21	Green				
NE20_08	Capita AIM v13	Council's Income Management system upgrade - continue support	2 - implementing	Aim V13 going in test WC 1/2/21	29/01/21	Green			PL	IN
NE20_02	Change Request 2020-21 - Infrastructure		2 - implementing		29/01/21	Green	NA		NA	IN
NE20_03	Change Request 2020-21 - Projects and Development		2 - implementing		29/01/21	Green	MB		KOG	IN
4. Joint service										
J118_01	AlwaysOnVPN	Replaced by OpenVPN project	4 - closed	Replaced by OpenVPN project	on hold	Amber	NA		LT	IN

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
J118_12	Website Vulnerability Review 18-19		3 - awaiting closure report	OLA now approved by all parties. NEDDC Joomla vulnerability now resolved. BDC Joomla vulnerability still present but now under the remit of Scott Chambers to fix. Project Closure Produced awaiting approval to close project.	09/12/20	Red	NA		LT	IN/PD
J118_13	Active Directory & GPO Review		1 - Scope & Business Case	Scoping session, to establish scope. Project brief and documentation to be completed now that M365 readiness report has been produced. DDDC sidd integration work done.	13/01/21	Amber	NA	TB	MG	IN
J119_07	Office365 Discovery	Microsoft365 discovery project.	2 - implementing	Readiness Aassessment Completed, Statement of works produced, Exchange Servers Updates, AAD Connect installed, testing underway.	14/01/21	Green	MB	TB	NA	IN
J120_01	New Internet Connection	Increased internet capacity for joint internet connection	2 - implementing	200mb link installed, router delivered, requires configuration.	11/01/21	Green	NA		LT	IN
J120_02	Mobile Device Management	Intune - part of the M365 project	6 - cancelled	Will be included in Microsoft 365 Intune deployment.	11/01/21	Green	NA		TB	IN
J120_03	VMWare ESXi Upgrades 2020	Essential upgrades to major infrastructure.	3 - awaiting closure report	Completed. Awaiting closure Report	09/12/20	Green	NA	TB	TB	IN
J120_04	Coronavirus work	Non-specific/otherwise uncategorised work for COVID-19 reponse	2 - implementing		29/01/21	Amber	NA		NA	IN
J120_08	PSN Compliance 2020-2021	Security compliance required to access Public Services Network.	2 - implementing	Work commenced.	10/01/21	Green	NA		LT	IN
J120_09	Website Vulnerability Review 2020-21		1 - Scope & Business Case	Now part of PSN compliance	09/12/20	Green	NA		LT	IN
J120_10	Project admin 20-21	General, non-specific project admin/orgnaisation work	2 - implementing	No PB required	29/01/21	Green	MB		KOG	PD

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
J120_13	Disaster Recovery VDI Servers	Virtual desktop servers to provide disaster recovery provision in evnt of main site loss.	3 - awaiting closure report	New Servers Installed and working to provide non-DR compute expansion. DR technical procedures and testing to be started. Awaiting resources	14/01/20	Green	MB/KH	TB	TB	IN
J120_14	ArcSDE Upgrades 2020	Required update to remain supported - used by planning/Env Health	3 - awaiting closure report	All sites upgraded to 10.6	09/1/2/20	Green			RS	IN
J120_15	Website Accessibility Regulations	Ensuring all websites and web applications adhere to legislation on accessibility including ongoing maintenance and testing	1 - Scope & Business Case	Silktide tool now in place/live	29/01/21	Green	MB/KH		KOG	PD
J120_16	Capita Revenues Ingres 11	Major application database upgrade for Revenues and Benefits application	2 - implementing	PB Approved. Timeline created. Ingres 11 installed on Revenues servers at BDC, DDDC & NEDDC. Test migrated at DDDC for testing. All sites on Rel 88.00 until after year end billing, then roll out migration in March. Grace period until 30th June.	29/01/21	Green	NA	DA	DA	IN
J120_17	Joomla! and webhost PHP Upgrades	Upgrade of all websites to most recent version of Joomla! And the upgrade of PHP on servers. Ensures security and stability of websites and components.	2 - implementing	Joomla! core and plugins and PHP upgraded to 7.3 on web host for SIDD and NEDDC website. BNED-Leader to be retired in March 2021. Ask Derbyshire will be upgraded as part of a rebuild (awaiting project brief). DDDC Members Portal clone site to be setup locally.	29/01/21	Green	KOG		BH	PD
J120_18	2020 Disaster Recovery Testing	Audit require us to test our Disaster Recovery procedures, yearly with user testing to be include biannually.	2 - implementing	Testing Work underway within team. NEDDC testing Dec 2020, BDC/DDDC - Jan 2021	14/01/21	Green	NA	TB	TB	IN
J120_19	Open VPN Review	To review the recently implemented openVPN solution and how to effectively make use of the technology.	2 - implementing	Discussions around bandwidth and usage taken place. Links being procured to mitigate covid impacts	10/01/21	Green	NA	CP	SH	IN

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
J121_01	Windows 10 1909		1 - Scope & Business Case	PB awaiting approval	05/01/21	Green	NA	TB		IN
J121_02	SQL Server Upgrades		1 - Scope & Business Case	PB awaiting approval	20/01/21	Green	NA	DA		IN
J120_06	Change Request 2020-21 - Infrastructure		2 - implementing		08/12/20	Red	NA		NA	IN
J120_07	Change Request 2020-21 - Projects and Development		2 - implementing		08/12/20	Green	KOG		KOG	PD
5. Strategic Alliance										
SA22	PCI-DSS	To achieve compliance when taking card payments	2 - implementing	NEDDC -Capita end call solution in progress. Still awaiting XNPay costs. BDC -mid call solution live	10/01/21	Red	L. Hickin		NA	IN
SA18_03	Transformation programme work	All work required of PDM for the Transformation Programme, Leadership Academy, Digital Strategy etc, which isn't registered as another, specific project	2 - implementing	Granicus/edelivery being used and rolled out. Leadership Academy coming to an end	29/01/21	Green	LH		KOG	PD
SA19_10	Modern.gov	Application to provide access committee reports for staff and members	3 - awaiting closure report	live and in use	24/01/21	Red	NC		RS	IN/PD
SA19_13	Env Health User Account Rationalisation	Improved ways of working for Environmental Health.	2 - implementing	. 29/40 Machines built and in use.Delayed due to Covid work. No more progress made.	10/01/21	Amber	NA		HH	SD
SA20_01	SIP Migration	Replacement of ISDN telephony which will be unsupported technology in 2025. Improved resilience for BDC and NEDDC and reduced costs for NEDDC	2 - implementing	Mitel controllers virtualized ready for SIP is now completed. Tender completed - needs to be scored	29/01/21	Green	MB		NA	IN

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
SA20_03	Moving in/out of the district	A 'tell us once' type system for informing all services of change of name, address, circumstances etc	5 - on hold	20/2 Waiting to hear from NEDDC revenues - will the ieg4 or Capita form do the job instead? 02/7 - still waiting for Revenues	03/07/20	Green				PD
SA20_04	Webchat and Multimedia CCM	Webchat to allow customers to contact Customer services via the council website	2 - implementing	. PO submitted to 4Sight - booking dates for work in the next week	23/01/21	Green	MB		SH	IN
SA20_05	Tranman 9 Upgrade	Required Upgrade to remain supported. Used by depot.	3 - awaiting closure report	Upgrade complete - live..	27/08/20	Green	SB		RS	IN
SA20_06	Enterprise Vault Phase Out	Decommission of Email Archiving software no longer required.	2 - implementing	BDC and NEDDC councillors moved to separate mailbox databases, in order to implement automatic retention policy script as per DDDC	29/01/21	Green	NA	TB	SW	IN
SA20_07	Kyocera MFD Deployment	New Multifunctional Device contract. Reduced costs.	2 - implementing	Fax module installed. Revenues DCO to be gone next week. NEDDC academy printing still to do.	08/12/20	Green	NA		DA	IN
SA20_11	Census 2021	Preparation for the 2021 Census, including LLPG/address requirements, data supplies, partnership working, recruitment, identification of HMOs and vulnerable groups.	2 - implementing	Meetings taking place weekly, recruitment for field staff underway, identifying locations for census day - helping people complete forms.	08/12/20	Green	LH		KOG	PD
SA20_12	Hard Copy Maps Discovery Project	Establishment of reliance on paper maps. With a view to making recommendations on how to move to digital methods for business continuity and in line with Transformation Programme aims.	5 - on hold	On hold due to Covid lockdown and other priorities	29/01/21	Green			AC	PD

Ref	Project / Scheme	Project Description	Project Stage	Update	Date of last update	RAG Status	Proj Spon	STO Lead	Proj Man	Team
Start date 01/04/2018										
SA20_13	Calendar Booking System Options	Replacement of the in-house developed 'room booking' system at BDC. Looking at potential for MOT bookings and Pest control also.	2 - implementing	Draft report being prepared. Covid grant forms taking priority	29/01/21	Green	MB		VG	PD
SA20_14	Leadership Academy 2021-22	Plan and arrange the second cohort aimed at service area managers	5 - on hold	On hold awaiting progress on existing cohort. May be impractical to try to roll this out during COVID restrictions - rethink the approach and delivery	09/09/20	Green	MB		KOG	PD
SA20_15	MOT Booking System	Online booking and payment system for MOTs. Aimed at Taxi vehicles but available to all. Should be more efficient and reduce no-shows	2 - implementing	System built, has been testing, additional requirements identified.	29/01/21	Green	SB		KOG	PD
SA21_01	Ask Derbyshire rewrite	Complete rewrite of the Ask Derbyshire consultations website in order to make fully compliant with Accessibility regulations and improve the website overall for customers and the back office staff	1 - Scope & Business Case	Finalising project brief	29/01/21	Green	SS		BH	PD
SA20_09	Change Request 2020-21 - Projects and Development		2 - implementing		29/01/21	Green	KOG		KOG	PD
SA20_10	Change Request 2020-21 - Infrastructure		2 - implementing		29/01/21	Green	NA		NA	IN

Cost Saving Plan																				
Activity	Start	End	Potential savings:				Saving	Year	Status	One off/R	Actual saving	Comment								
2020-21			DDDC	NEDDC	BDC	Joint														
New MFD Contact	01/03/20	28/02/25		9,647	13,712		R	2019-20		R	23,359	based on usage for 2019 expected to be less due to covid and reduction in print								
SIP Migration	01/06/20	30/05/23					R	2020-21		R	0	awaiting budgetary quotations part year, fully realised 21-22								
			0	9,647	13,712	0					23,359									
2021-22																				
New shared internet connection	14/09/2021	13/09/2022				2,935	R	21-22		R		Part year, fully realised 22-23								
			0	0	0	2,935														
Saving Legend:																				
R - Retained budget																				
J - Joint ICT budget																				
A - Cost Avoidance																				
I - Income																				
X - Cost Increase																				
One off/Recurring																				
O - Recurring																				
R- Recurring																				

Joint ICT Service Area RISK REGISTER as at: 21st January 2021

Current Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
02	Increase in cost of the service	Pressure on partner budgets.	3 x 4 = 12	Savings realised by partners, strong governance in place. Sterling impact on licensing a concern.	2 x 4 = 8	Joint Management Team
03	A member of the partnership withdraws	Potential short term costs and increase in service costs	1 x 4 = 4	Exit Strategy drafted, strong governance in place. Benchmarking undertaken and value for money demonstrated.	1 x 4 = 4	Joint Management Team
04	Conflicting requirements for cost reductions	Reduction of SLA targets and withdrawal of aspects of the service	3 x 4 = 12	Annual budget review process in place	2 x 4 = 8	Joint Management Team
05	Uneven demands for resource	Partners gaining inequitable share of available resources	3 x 3 = 9	Project resource management and monitoring introduced and refined in 2014.	2 x 3 = 6	Joint ICT Delivery Manager
06	Staff retention	High turnover of staff in a service can lead to drops in productivity and service levels	2 x 4 = 8	Current team has high morale and relatively low sickness rates. Low staff turnover rates.	2 x 4 = 8	Join ICT Delivery Manager
10	Insufficient capacity within service to meet business demands	Unable to deliver key projects for partners	5 x 3 = 15	Effective prioritisation by corporate management. Funding considered on a project by project basis.	3 x 3 = 9	Joint Management Team
11	Impact of long term sickness absences on service	Backlog of service requests and failure to meet KPI's.	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as	5 x 2 = 10	Joint Management Team

Joint ICT Service Area RISK REGISTER as at: 21st January 2021

		Conflict in resource demand for projects and changes		appropriate, reprioritise workloads, and re allocate workload across teams. Manage expectations		
13	Impact on revenue budgets of currency fluctuations	A weakening of sterling results in increased revenue costs for our software license subscriptions and some hardware related costs as the vendors are US Dollar based organisations	5 x 3 = 15	Where possible some procurements can be brought forward to avoid upcoming increases. Consideration for multiyear agreements to 'lock in' pricing may help in short term.	5 x 3 = 15	Joint ICT Delivery Manager
14	Additional resource requirements due to Covid impacting service delivery / SLA	Increasing number of calls logged and outstanding calls. Additional unplanned project work related to Covid and working from home.	5 x 3 = 15	Monitor workloads, raise awareness with user groups, joint management team and senior management as appropriate, reprioritise workloads, and re allocate workload across teams. Manage expectations. Investigate consultancy opportunities and temporary additional resource.	5 x 2 = 10	Joint Management Team

Closed or Mitigated Risks

Risk UID	Risk	Consequences	Gross Risk (Probability x Severity)	Mitigating Actions	Net Risk (Probability x Severity) Taking into Account Current Controls	Risk Owner
01	Anticipated cost savings not realised	Key benefit to partners not achieved.	3 x 5 = 15	Savings delivered additional actions to be documented and monitored in a Cost Savings Plan	1 x 5 = 5	Joint ICT Delivery Manager
08	Loss of Pioneer House facility	ICT and DR services could not operate from this site	2 x 5 = 10	Staff can work remotely and at partner sites. DR service loss for duration.	1 x 4 = 4	Joint ICT Delivery Manager

Joint ICT Service Area RISK REGISTER as at: 21st January 2021

07	Comprehensive Spending Review/Grant Settlement	Unexpected reduction in funding would damage ability to deliver service at current levels	$3 \times 5 = 15$	Joint monitoring of performance, budget and risk	$2 \times 5 = 10$	Joint Management Team
09	Failure to achieve PSN compliance	Loss of access to key systems for Benefits, electoral registration and contact centres teams	$2 \times 5 = 10$	Maintain priority within service and maintain resource levels	$1 \times 5 = 5$	Joint Management Team
12	Retention of apprenticeship schemes	If apprenticeships not maintained service KPI's will suffer and likely breach. On site staff coverage compromised	$5 \times 3 = 15$	Funding for full time roles for existing apprentices approved in 2019. Future apprenticeships will be offered when vacancies arise in Service Desk team.	$4 \times 2 = 8$	Joint ICT Delivery Manager